



EXHIBIT B

CERTIFICATE OF MAILING

I hereby certify that the below listed items are being deposited with the U.S. Postal Service as first class mail in an envelope addressed to:

**Assistant Commissioner for Patents
Box: Missing Parts
Washington, D.C. 20231**

on November 26, 2001.

Evelyn Sanders

In Re Application Of: Kappel et al.

Group No.: 2161

Serial No.: 09/819,446

Docket No. 51207-1070

Filed: March 28, 2001

For: **CUSTOMER CARE AND BILLING SYSTEM**

The following is a list of documents enclosed:

Return Postcard
Response to Missing Parts
Copy of Notice of Missing Parts – Filing Date Granted
Declaration for Patent Application
Petition for Extension of Time
Fee Transmittal
Fees - \$1,050.00 (Check No. 20251)

MissingPartsResp.doc